

Member-Related Issues Meeting Agenda

Monday – March 12, 2007

I. Welcome/Introductions

II. Approval of Minutes from Last Meeting

III. Overview/Discussion of Issues

- Determining Member Capacity
- Mandatory Training for Members
- Member/Attendant Handbook
 - Role of the Member
 - Member Rights and Responsibilities
 - “Things You Should Know About Me” form
 - Emergency Response form

IV. Future Meeting Dates

- April 9, 2007 – 9:30-12:00
- Other:

V. Responsibilities for Next Meeting

VI. Adjournment

Consumer Directed Care – Member-Related Sub-Group

Date of Meeting: March 12, 2007

Minutes Prepared By: Jakenna Lebsock

1. Purpose of Meeting

- Member Introductions
- Topics for Consideration
- Identify Items Needing Further Research
- Define Meeting Framework

2. Attendance at Meeting

<i>Name</i>	<i>Company</i>
Ann Meyer	DIRECT Center for Independence
Pauline Hall	P/GLTC
Jakenna Lebsock	P/GLTC
April Charpiot	
Carol Sanders	AHCCCS
Karla Averill	Governor's Advisory Council on Aging
Phil Putnam	Horizon Home Health
Louise Johnston	
Linda Buscemi	SCAN Health Plan
Melissa Born	SCAN Health Plan

Absent: Julie Bubul, P/GLTC; Karole Roy-MacFarlane; Sarah Brown

3. Meeting Notes, Decisions, Issues

The meeting began with a welcome and introductions of all present. There were a few new members in attendance so a brief overview of what the group had discussed to date was provided. Minutes were reviewed from the previous meeting; no changes were needed.

The first topic was Member Capacity. The group had discussed using a Mini Mental Exam as a way to see if members were right for the CDC program. The group reviewed the Mini Mental and decided there were some components that were relevant and some that could be taken out. One attendee suggested looking into the Mini Cognitive Exam, which is similar to the Mini Mental, but may be more relevant to interested members. This document will be reviewed at the next meeting and a final decision will be made at that time.

The group discussed if any medical limitations would prevent members from participating in the program. The group decided that as long as the member is able to communicate with his/her caregiver, there should be no limitation on participation. Members should be able to try the program; the program should be as open as possible to all that are interested.

3. Meeting Notes, Decisions, Issues

One concern is how to take the program away if it is not a good fit for the member. This will be discussed more in depth at a later meeting. Other sub-groups will be looking at this topic as well in order to provide feedback and possible options.

The group reviewed several self-assessment handouts and decided to use the “Consumer-Directed Care: Is It Right For You” handout. The group reviewed the document and made a few changes. Jakenna will revise the handout and have it available at the April meeting for review and final approval. The group would also like to see a To-Do list included with the “Is It Right For You” handout so that members definitely know the requirements going in.

The group discussed fraud and how to prevent it regarding time sheets, hours worked, etc. April mentioned the phone-in systems that some agencies have started using. It takes some time to get set up but seems to reduce time sheet fraud once in place. If the phone-in system is considered, it should most likely be a responsibility of the fiscal intermediary to coordinate.

Member Eligibility

Eligible persons for the program should initially be members or their legal guardians. The group would like to combine the Mini-Mental and Mini-Cog to form a single test. The test should be standard; easy to complete within five minutes or so if they are going to pass it.

Other Forms Needed

The group decided that there should be some kind of task list that a member could present to the Attendant so that the Attendant knows what needs to be done and when. There is an excellent example of this tool in SILC’s Member Handout. April is going to recreate the handout, clean it up and present it at the next meeting for review and approval.

The group would also like to include a “How to Assess Needs” form in the final manual for the program.

Firing

The group would like the Legal Sub-Group to address the firing process of an attendant. Arizona is an at-will state and it should not be a major issue to fire someone if the member is unsatisfied.

Buddy System

A Buddy System should be created for new members who roll on to the CDC program. Basically CDC members would sign up to be “mentors” to new members. Any questions regarding how the program works, how to manage an attendant, etc. could be addressed through the Buddy first; this should eliminate some of the case manager’s work and provide a good support system for CDC members.

Training

Q. How will the training process work? Who will be responsible for the costs associated with training? What trainings are needed for members? For Attendants? How will the service specifications affect training?

Training will be discussed more in-depth at the next meeting.

4. Action Items

<i>Action</i>	<i>Assigned to</i>	<i>Due Date</i>	<i>Status</i>
Revise "Is It Right For You" handout	Jakenna	April 16th	
Bring the Mini Cognitive Exam for review		April 16th	
Create a member "To-Do" list that can be attached to the "Is It Right For You" handout	Jakenna	April 16th	
Clean up the Member/Attendant Task Check List	April	April 16th	
Clean up the "How to Assess Needs" form for the handbook	Jakenna		

5. Next Meeting

<i>Date:</i>	April 16, 2007	<i>Time:</i>	10:30-12:30	<i>Location:</i>	P/GLTC, Florence – 971 N. Jason Lopez Circle, Bldg. D
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